



YWCA Transitional Housing Program

PO Box 893
Maquoketa, IA 52060
563-212-2787
563-242-2932 (Fax)

Appealing Denial of Application for YWCA Transitional Housing Program Services

Thank you for applying to YWCA Transitional Housing Program. Please understand that due to the program's eligibility criteria and overall capacity, we unfortunately cannot accept every applicant. If you have applied for housing and believe you were unfairly denied services, you may appeal the denial decision.

The YWCA Transitional Housing Program reserves the right to maintain the original decision if it's deemed appropriate and ultimately makes all final acceptance and denial decisions. An applicant may only appeal each denial decision once. Denial from the program does not make you ineligible to reapply for services at another time.

Appeal Process Steps:

1. Explain your reasons for an Appeal in writing using the Appeal Form (Please note that this form may be verbally dictated or translated as needed). Submit the Appeal Form, along with all relevant and supporting documentation, to the Program Manager, by mail or in person.
YWCA Transitional Housing Program
PO Box 893
Maquoketa, IA 52060
2. Your appeal will be reviewed within 48 hours (2 business days) of being received. A meeting will then be scheduled within 5 business days.
3. You may have a support person of your choice accompany you to the Appeal meeting. The TH Program Manager and any other involved program staff will be present. This meeting will give you an opportunity to explain your appeal and why you believe you were wrongly denied services. A final decision will be made within 24 hours (1 business day) of the appeal meeting, and provided to you in writing (or verbally dictated onto audio tape).
4. If a space is available at the YWCA Transitional Housing Program, it will be held until your appeal has been heard and a final decision has been made.
5. If you are not satisfied with the result of your appeal, you may request a meeting with the Crisis Services Director. The Crisis Services Director will hear your appeal within 72 hours (3 business days).
6. A copy of your original Appeal Form and all relevant outcomes will be provided to you and kept on file at YWCA Transitional Housing Program.

Appeal Form Appealing Denial into Transitional Housing Program Services

Name: _____ Today's Date: _____

Preferred method of safe contact (phone number, mailing address, e-mail address):



*Created for adaptation by the National Network to End Domestic Violence in partnership with the Office on Violence Against Women.
Reviewed August 2013*

Iowa Quality Standards: Supporting a Statewide System of Homelessness Services
Sample Appeal Process for Denial of Services
June 2015

Result of Appeal Meeting (accepted or denied services): _____

Explanation of response to the applicant's Appeal:

Meeting with Executive Director requested? ☐ Yes ☐ No

Date and Result of Meeting with Executive Director:

Next Steps:

Date Applicant informed of final decision/Appeal closed:

_Program Manager's Signature

Date

_Crisis Services Director's Signature

Date

